Tekify Fiber, LLC
713 Sandoval Way
Hayward, CA 94544
(510) 266-5800
http://www.Tekify.com

Annual 64.2009(e) CPNI Certification for 2019 covering the prior calendar year 2018.

1. DATE FILED: February 25, 2019
2. COMPANY NAME(S): Tekify Fiber, LLC
3. FORM 499 FILER ID: 831989
4. NAME OF SIGNATORY: Brett Woollum
5. TITLE OF SIGNATORY: CEO

I, Brett Woollum, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that we are in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, safeguards, recordkeeping, and supervisory review) set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken actions (i.e., proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 CFR § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed 

Brett Woollum, CEO
Tekify Fiber, LLC

Attachments:
Accompanying Statement explaining CPNI procedures

Tekify Fiber, LLC
713 Sandoval Way
Hayward, CA 94544
(510) 266-5800
http://www.Tekify.com

CPNI Procedures for Tekify Fiber, LLC

Statement Explaining CPNI Procedures:

Tekify provides interconnected-VoIP services to consumer and business end-users. Because Tekify may access, use, or store CPNI when provisioning these services, we have undertaken the following outlined steps to safeguard CPNI from unauthorized access or misuse.

- Tekify has designated an internal officer as a CPNI compliance officer to oversee CPNI training and compliance within our organization.
- Tekify continually trains and educates its employees regarding the appropriate use of CPNI. Tekify has established disciplinary procedures should an employee violate the CPNI procedures we have established.
- Tekify has implemented a system whereby customer's CPNI approval can be determined prior to use of the CPNI.
- Tekify has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of our compliance for a minimum period of two years. Specifically, Tekify's sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding its CPNI, and our process ensures that opt-out elections are recorded and followed.
- Tekify has implemented procedures to properly authenticate customers prior to disclosing CPNI over the telephone, at Tekify's retail location, electronically, or otherwise. In connection with these procedures, Tekify has established a system of personal identification (PIN) numbers, passwords, and back-up authentication methods for all customers and accounts, in compliance with the requirements of applicable Commission rules.
- Tekify has established procedures to ensure that customers will be immediately notified of account changes including changes to passwords, back-up means of authentication for lost or forgotten passwords, or address of record.
- Tekify has established procedures to notify law enforcement and customer(s) of unauthorized disclosure of CPNI in accordance with FCC guidelines.
- Tekify does not provide CPNI to third parties.
- The following is a summary of all customer complaints received in 2018 regarding the unauthorized release of CPNI:
    - Number of customer complaints Tekify received in 2018 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: 0
    - Category of complaints:
        - Number of instances of improper access by employees: 0
        - Number of instances of improper disclosure to individuals not authorized to receive the information: 0
        - Number of instances of improper access to online information by individuals not authorized to view the information: 0
        - Number of instances of improper access or disclosure: 0